Tre Hargett, Secretary of State

State of Tennessee

Division of Human Resources and Organizational Development
312 Rosa L. Parks Avenue, 7th Floor
Nashville, Tennessee 37243-1102

615-741-7411
sos.hr@tn.gov

Tennessee Relay Center TDD
1-800-848-0298/Voice 1-800-848-0299

JOB ANNOUNCEMENT

Network Services Consultant
Tennessee Department of State
Division of Information Systems

Mission
The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

Supervisor: Assistant IT Director

Summary: An employee in this classification performs information systems technical support work of advanced difficulty and related work as required for the public libraries across the state. The ability to travel daily and independently throughout the assigned counties with occasional overnight stays is required. The employee will be expected to attend meetings and training programs at the State Library and Archives in Nashville and in other areas of the state.

Duties/Responsibilities
- Responsible for the daily operation of moderate to complex multi-user computer systems in public libraries and regional library offices.
- Works closely and assists the Assistant IT Director with organizing activities, ticket assignment, and responsibilities of Library Information Systems Specialists (LISS) in assigned regions.
- Assist the Assistant IT Director in establishing and maintaining common technical support standards across all the regions.
- Provide feedback on LISS performance.
- Responsible for technical support, hardware installations; and software installations/upgrades.
- Report to the Assistant IT Director changes in technology, library needs, and network development; support and implement changes accordingly.
- Work with Library Information System Specialist to design and conduct basic and advanced training in regional and local libraries on hardware and software used in their region.
- Provide technical advice and guidance in areas such as information systems planning, physical facility planning, determination of library hardware and software needs.
- Diagnose and resolve software and hardware issues for stand-alone microcomputer systems and networked computer systems accessed by multiple users.
- Determine current and future technology requirements through research and library interviews.
- Install and upgrade microcomputer hardware and software; plan and implement network developments and upgrades accordingly.
- Consult with library personnel in assessing information systems planning and physical facility planning.

- Plan, organize and conduct basic and advanced training sessions.
- Interact effectively with departmental information systems staff, personnel from STS, local county personnel, various internet service providers and the public.

Minimum Qualifications:
Education and Experience:
- Education equivalent to graduation from an accredited four-year college or university.
- A degree in computer science or other related field of study is desirable and will be given preference.
- Educational accomplishment beyond the four-year degree may offset some experience requirements and related experience may be substituted for the required college education on a year for year basis.

Knowledge and Abilities:
- At least four years of increasingly responsible experience, preferably within state government, in the field of Information Technology analysis, design, development and maintenance or related experience in the successful implementation and maintenance of Information Technology.
- Experience in administration of Microsoft Windows, including installation, configuration, securing, and scripting of Windows technologies.
- Proficient in configuration, deployment, and maintenance of desktop and laptop hardware from leading manufacturers.
- Troubleshooting common software packages such as Microsoft Office, web browsers, library circulation/management systems and other common desktop software found in public libraries.
- Experience in user creation, maintenance, group policy, and security using Microsoft Active Directory.
- Experience with various desktop support software solutions such as anti-virus/spyware, inventory, and monitoring systems.
- Experience with supporting hardware for desktops such as printers, multifunction devices, scanners and monitors.
- Familiarity with networking concepts such as TCP/IP, DNS, DHCP, wireless, and firewalls.
- Ability to move and lift objects 35 lbs. or more.
- An employee in this classification must be a team player with strong interpersonal skills capable of working well with public librarians and state staff.
- Ability to work unsupervised in a conscientious manner.
- Must be willing to work a flexible schedule and travel independently throughout the region and the state.
- Requires normal visual acuity and field of vision, hearing, and speaking.
- Must possess good driving record and valid driver's license.
- Experience in a library setting is desirable.

Location: This position provides support to the Hatchie River Regional Library (Jackson, TN) and the Obion River Regional Library (Martin, TN).

Salary: Commensurate with experience. Includes the State of Tennessee benefits package.

To apply, please email your letter of interest and resume to Division of Human Resources & Organizational Development, sos.hr@tn.gov by October 4, 2018.